THOMSON REUTERS

WestlawNext Patron Access Email & Download
FAQ for Librarians

The ability to email and download content from WestlawNext Patron Access is available to customers beginning February 2013. This functionality works in the same manner as emailing or downloading content on WestlawNext.

General
Limits
Opting-out

General

1. **Is email and download available on Westlaw Classic?**
   A. No, this functionality is only available on WestlawNext.

2. **How much does this added functionality cost?**
   A. Nothing! This functionality is included in your WestlawNext Patron Access subscription.

3. **What help tools are available to help patrons use this new functionality?**
   A. The Patron Help Guide (pdf) within WestlawNext Patron Access has instructions on how to email and download and an updated flip book (L-368220) will be coming soon.

Limits

1. **Are there any limitations to this functionality?**
   A. Yes, there are limits on what content can be emailed or downloaded and how many times the functionality can be utilized.
      Since library access is open to general use and not subject to the same rigorous user agreements that we require of other organizations, this is one way we are managing the risk of data misuse and content redistribution. We need to protect our content rights and intellectual property, and our content partners expect us to protect theirs as well.
      i. **Content Limits** – A small subset of content is not available for emailing and downloading.
      ii. **Session Limits** – There is a limit of 20 documents per session.
      iii. **Daily Limits** – There is a daily limit per account based on the number of terminals or concurrent users in their plan.

# of Patron Access Terminals	Daily Document Limit	Session Document Limit
1-2	150	20
3-5	250	20
6+	350	20

NOTE: We tested these limits with pilot customers and the limits were set at reasonably high levels so we do not see most patrons or libraries reaching them.
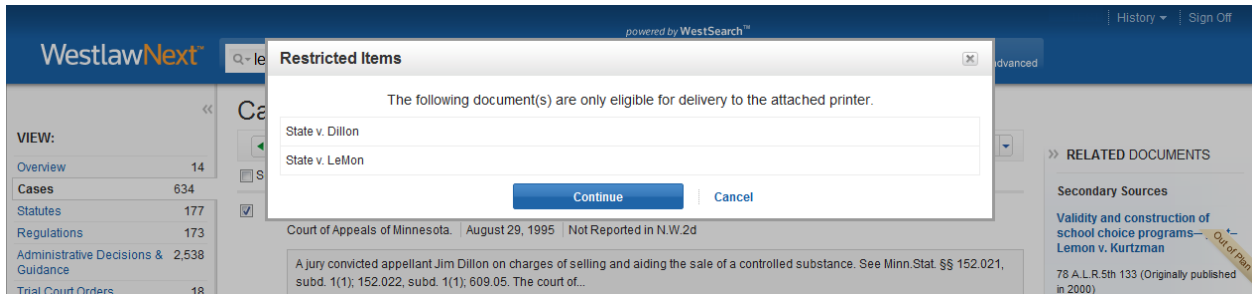
2. **What content is available for email and download?**
   A. The majority of content in Patron Access plans is available, including cases, statutes, and most analytical materials. Although some content is not available for emailing and downloading, all content is available to print.
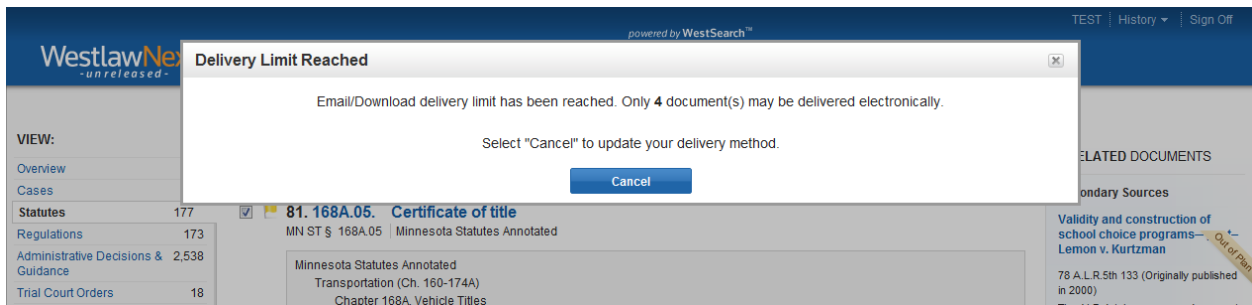
3. **Can libraries get higher daily limits?**
   A. The daily limits cannot be changed. These limits were based on research done with the pilot group and normal use of the Patron Access product. Once a daily limit for email and download has been reached, printing will be the only option for the remainder of the day.

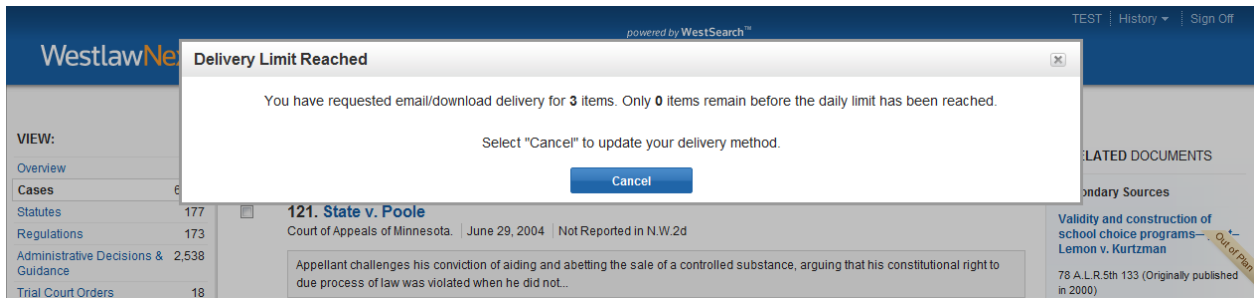4. **What will a user see when trying to email or download content that is not available for email or download?**

Language subject to change

5. **What will a user see when the email and download limit for the session is reached?**

Language subject to change

6. What will a user see when the email and download limit for the day is reached?

> powered by WestSearch™
> TEST | History ▾ | Sign Off
>
> WestlawNe[x]
>
> **Delivery Limit Reached** [×]
>
> You have requested email/download delivery for **3** items. Only **0** items remain before the daily limit has been reached.
>
> Select "Cancel" to update your delivery method.
>
> [Cancel]
>
> VIEW:
> Overview
> Cases
> Statutes   177
> Regulations   173
> Administrative Decisions & 2,538
> Guidance
> Trial Court Orders   18
>
> □ **121. State v. Poole**
> Court of Appeals of Minnesota. | June 29, 2004 | Not Reported in N.W.2d
> Appellant challenges his conviction of aiding and abetting the sale of a controlled substance, arguing that his constitutional right to due process of law was violated when he did not...
>
> ...LATED DOCUMENTS
> ...ondary Sources
> **Validity and construction of school choice programs—Lemon v. Kurtzman**
> 78 A.L.R.5th 133 (Originally published in 2000)
> Out of Plan

Language subject to change

7. Are the session and daily limits per delivery method of email and download?
   A. The session and daily limits are a combined total of both email and download. For example; if a user emails 20 documents they will not be able to email or download any further documents in that session. They will be able to print all further documents.

8. Can a Librarian track usage throughout the day?
   A. No, not at this time.

Opting Out

1. What if the library does not want this functionality?
   A. There is flexibility. The library can opt-out at any time of this feature by calling Customer Service at 1-800-328-4880.

2. If a library opts-out of this functionality and later upgrades their plan, will they still be opted out with the upgrade?
   A. All new sales, including upgrades, will default to having this functionality on. Once the order has been processed, the library can contact 1-800-328-4880 to opt-out of this feature.

3. How does a library opt-in once they have opted-out?
   A. The library can opt-in at any time by calling Customer Service at 1-800-328-4880.

4. How long does the opt-out process take after calling Customer Service?
   A. Once the library calls Customer Service to request to opt-out of the email and download functionality, it will take 24 to 48 hours for the change to go in effect.